AMENDMENTS TO THE CLAIMS

IN THE CLAIMS

For the convenience of the Examiner, all claims have been presented whether or not an amendment has been made. The claims have been amended as follows:

1.   (Cancelled)

2.   (Cancelled)

3.   (Cancelled)

4.   (Currently Amended) **A computer-based knowledge management system, comprising:**

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request;

~~The system of Claim 1,~~ wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

5.   (Currently Amended) **A computer-based knowledge management system, comprising:**

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request;

~~The system of Claim 1,~~ wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.

6.   (Cancelled)

7.   (Cancelled)

8.   (Cancelled)

9.   (Cancelled)

10.   (Currently Amended) A computer-based knowledge management system, comprising:

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items;

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request; and

The system of Claim 1, further comprising a watch module operable to generate access statistics in response to a knowledge management session between the client and the server, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

11.   (Cancelled)

12.   (Cancelled)

13.   (Currently Amended) ~~An~~ **apparatus for serving a knowledge worker, comprising:**

a knowledge matrix operable to store status information on a plurality of knowledge items associated with a first request; and

a control module coupled to the knowledge matrix and operable to receive the first request from a client associated with the knowledge worker, the control module further operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items, the control module further operable to receive information in response to the second request;

~~The apparatus of Claim 11,~~ wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

14. (Currently Amended) <u>An apparatus for serving a knowledge worker, comprising:</u>

<u>a knowledge matrix operable to store status information on a plurality of knowledge items associated with a first request; and</u>

<u>a control module coupled to the knowledge matrix and operable to receive the first request from a client associated with the knowledge worker, the control module further operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items, the control module further operable to receive information in response to the second request;</u>

~~The apparatus of Claim 11,~~ wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.
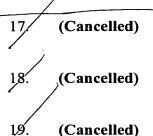
15. (Cancelled)

16.   (Currently Amended)   <u>An apparatus for serving a knowledge worker,</u>

<u>comprising:</u>

<u>a knowledge matrix operable to store status information on a plurality of</u>
<u>knowledge items associated with a first request;</u>

<u>a control module coupled to the knowledge matrix and operable to receive the</u>
<u>first request from a client associated with the knowledge worker, the control module</u>
<u>further operable to generate a second request for the knowledge items if the status</u>
<u>information stored in the knowledge matrix indicates the availability of the knowledge</u>
<u>items, the control module further operable to receive information in response to the</u>
<u>second request; and</u>

~~The apparatus of Claim 11, further comprising~~ a watch module coupled to the control
module, the watch module operable to generate access statistics in response to a knowledge
management session between the knowledge worker and the apparatus, the watch module
further operable to modify a personal profile of the knowledge worker in response to the
access statistics.

17.   (Cancelled)

18.   (Cancelled)

19.   (Cancelled)

20.   (Currently Amended)   A method for serving a knowledge worker, comprising:

receiving a first request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix, status information on a knowledge item associated with the first request;

generating a second request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item; and

receiving information related to the knowledge item in response to the second request;

~~The method of Claim 19,~~ wherein ~~the step of~~ retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need; and

retrieving a data item associated with the selected need.

21.   (Currently Amended)   A method for serving a knowledge worker, comprising:

receiving a first request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix, status information on a knowledge item associated with the first request;

generating a second request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item; and

receiving information related to the knowledge item in response to the second request;

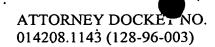The method of Claim 19, wherein the step of retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need;

retrieving a data item associated with the selected need;

retrieving status information on a step of the identified process item; and

retrieving status information on an instance of the identified data item.

22.   (Cancelled)

23.   (Cancelled)

24.   (Cancelled)

25.   (Currently Amended)   **A method for serving a knowledge worker, comprising:**

receiving a first request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix, status information on a knowledge item associated with the first request;

generating a second request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item;

receiving information related to the knowledge item in response to the second request; and

~~The method of Claim 19, further comprising:~~

generating access statistics associated with the knowledge worker in response to a knowledge management session conducted by the client; and

modifying a personal profile of the knowledge worker in response to the access statistics.

26.   (Cancelled)

27.   (Cancelled)

28.   (Cancelled)